

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12580 - OPS Buncombe Cnty NC

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 45
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 109

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12580 - OPS Buncombe Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1504788	Broadband Installer	CareerBuilder.com	2	1
		Indeed	3	2
		Radio	2	0
		Charter.com	8	3
		Direct Employers	0	0
		Referral*	7	3
		NC Works	1	1
		Google*	1	0
		UNC-Asheville Graduate Career Fair	0	0
1504788 Total			24	10
1506303	Broadband Installer	Indeed	2	2
		Charter.com	3	2
		Direct Employers	0	0
		Referral*	5	1
		NC Works	2	2
		GlassDoor*	1	0
1506303 Total			13	7
1506305	Broadband Technician	Direct Employers	0	0
		Referral*	1	0
		Google*	1	0
		Facebook*	1	1
		Asheville Chamber of Commerce Job Fair	0	0
1506305 Total			3	1

1602367	Broadband Technician	Radio	1	1
		Charter.com	4	3
		Direct Employers	0	0
		Google*	1	0
		LinkedIn*	1	1
1602367 Total			7	5
1504613	Broadband Technician Sr	Internal	8	5
		Direct Employers	0	0
1504613 Total			8	5
1505861	Broadband Technician Sr	Internal	7	4
		Direct Employers	0	0
1505861 Total			7	4
1601596	Broadband Technician Sr	Internal	4	2
		Direct Employers	0	0
1601596 Total			4	2
1602250	Broadband Technician Sr	Internal	3	2
		Direct Employers	0	0
1602250 Total			3	2
1505492	CB Broadband Technician	Internal	3	2
		Direct Employers	0	0
1505492 Total			3	2
1601322	Construction Coordinator	Internal	6	1
		Direct Employers	0	0
1601322 Total			6	1
1504439	Field Auditor	Charter.com	1	0
		Goodwill Job Fair	1	0
		Direct Employers	0	0
		Beyond.com*	1	1
1504439 Total			3	1
1601328	Field Auditor	Charter.com	2	1
		Direct Employers	0	0
		Referral*	1	0
1601328 Total			3	1
1602588	Maintenance Technician	Internal	9	1
		Direct Employers	0	0
1602588 Total			9	1
1604199	Maintenance Technician	Internal	4	1
		Direct Employers	0	0
1604199 Total			4	1
1601889	Mgr, Systems Engineering	Internal	4	1
		Direct Employers	0	0
1601889 Total			4	1
1505353	QA Inspector I	Internal	8	1
		Direct Employers	0	0
1505353 Total			8	1
Grand Total			109	45

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	18
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
LinkedIn*	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	1
GlassDoor*	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Indeed	7501 North Capital of Texas Highway Building B	Austin, TX 78731	indeed.com	(203) 328-2691	No	5
Radio	13 Summerlin Rd	Asheville, NC 28806	Terri Lynn Queen	828-210-1712	No	3
Careerbuilder.com	200 N. LaSalle St., Suite 1100	Chicago, IL 60601	Paul Podolsky	paul.podolsky@careerbuilder.com	No	2
NC Works	48 Grove St	Asheville, NC 28801	Ken Ray	828-251-6200	No	3
Goodwill Job Fair	1616 Patton Ave	Asheville, NC 28806	Mike VanGilder	828-298-9023 ext1160	No	1
Asheville Chamber of Commerce Job Fair	Davis Event Center, WNC Agricultural Center	Fletcher, NC 28732	dmonstrola@ashevillchamber.org	828-258-6101	No	0
UNC-Asheville Graduate Job Fair	1 University Heights	Asheville, NC 28804	David Earnhardt	828-232-5099	No	0
Referral*						14
Beyond*						1
Facebook*						1
Google*						3
Internal						56

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	NCTI Training	Ongoing	technicians and supervisors, enabling acquisition of skills to qualify them for higher level positions. Supervisors and managers participated in a variety of training programs devised
5	Broadband Technical Career Progression	Ongoing	Program designed to track the career progression of all BBI, ABI, and BBT technicians so they promote on schedule.
6	UNC Asheville Graduate Career Fair	10/22/2015	Career fair to present Charter career opportunities to December graduates
7	Goodwill Job Fair	10/23/2015	Career fair to present career opportunities to Veterans
8	Asheville Chamber of Commerce Job Fair	1/7/2016	Job Fair to present Charter job opportunities to the Asheville community
9	Goodwill Job Fair	4/14/2016	Job fair to present BBX opportunities to community

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

2016 FCC EEO Public File Report for Charter Communications 12580 - OPS Buncombe Cnty NC

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 26
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 84

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12580 - OPS Buncombe Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1601838	Business Account Executive	LinkedIn	1	1
		Direct Employers	0	0
1601838 Total			1	1
1602502	Business Account Executive	Indeed	3	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	0
1602502 Total			5	1
1504783	Direct Sales Rep	CareerBuilder.com	1	1
		Indeed	1	1
		Charter.com	2	0
		Direct Employers	0	0
1504783 Total			4	2
1504873	Direct Sales Rep	Monster	1	1
		Charter.com	2	2
		Direct Employers	0	0
1504873 Total			3	3
1505590	Direct Sales Rep	Indeed	1	0
		Charter.com	3	1
		Direct Employers	0	0
		Referral*	1	1
1505590 Total			5	2
1506255	Direct Sales Rep	GlassDoor	1	0

1506255	Direct Sales Rep	Charter.com	6	2
		Direct Employers	0	0
		Referral*	1	0
1506255 Total			8	2
1507129	Direct Sales Rep	CareerBuilder.com	1	0
		Indeed	1	0
		Charter.com	2	0
		Direct Employers	0	0
		Referral*	1	1
1507129 Total			5	1
1601221	Direct Sales Rep	Indeed	1	1
		LinkedIn	1	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1601221 Total			4	3
1602118	Direct Sales Rep	Indeed	2	1
		Charter.com	2	0
		Direct Employers	0	0
1602118 Total			4	1
1602584	Direct Sales Rep	Indeed	2	1
		Charter.com	1	0
		Direct Employers	0	0
		Referral*	1	1
1602584 Total			4	2
1603207	Direct Sales Rep	CareerBuilder.com	2	1
		Craig's List	1	0
		Indeed	4	2
		Charter.com	2	1
		Direct Employers	0	0
1603207 Total			9	4
1602434	Store Associate	Beyond.com	1	1
		CareerBuilder.com	1	0
		Indeed	1	0
		Charter.com	3	0
		Direct Employers	0	0
1602434 Total			6	1
1603367	Store Associate	CareerBuilder.com	2	0
		Indeed	5	0
		Charter.com	5	0
		Direct Employers	0	0
		Referral*	3	1
1603367 Total			15	1
1601043	Sup, Direct Sales I-SFU	Indeed	1	0
		Charter.com	1	1
		Direct Employers	0	0

1601043 Total			2	1
1507095	Sup, Store	Charter.com	8	1
		Direct Employers	0	0
		Referral*	1	0
1507095 Total			9	1
Grand Total			84	26

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	39
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	0
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	2
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	1
Beyond*						1
CareerBuilder*						7
Craig's List*						1
Indeed*						22
Monster*						1
Employee Referral						10

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.
4	Career Progression for Store Employees	Ongoing	The <i>Charter Store Career Progression Program</i> offers our Store Representatives a well-defined opportunity for job and salary advancement. Representatives will soon have a clear path for advancing to the newly created position of Store Specialist , and that path will be identical for every current Representative. The program outlines a structured career path for Store Representatives and provides an environment in which they are recognized for their contributions to Charter's success. It also provides motivation, recognition and rewards for employees who consistently exceed our expectations. Additionally, the program will improve our ability to attract top sales talent to Charter by providing those individuals with a competitive compensation structure and formal career path.

Note that multiple functional groups may comprise this employment unit. The individual reports for each group in combination comprise the complete public file report for this employment unit.

**2016 FCC EEO Public File Report for Charter Communications
12580 - OPS Buncombe Cnty NC**

This Report Covers September 1, 2015 through August 31, 2016

Total Number of Full-Time Vacancies Filled During This Period: 1
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 1

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State NC
FCC Unit 12580 - OPS Buncombe Cnty NC

Req #	Job Title	Source	Number	
			Interviewees Referred	Hired
1601390	Major Accounts Executive	Internal	1	1
		Charter.com	0	0
		Direct Employers	0	0
1601390 Total			1	1
Grand Total			1	1

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Direct Employers	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	
RecruitMilitary	422 West Loveland Ave.	Loveland, OH 45140	recruitmilitary.com	513-683-5020	No	
LinkedIn	2029 Stierlin Court	Mountain View, CA 94043	linkedin.com	312-650-7593	No	
GlassDoor.com	100 Shoreline Highway, Building A	Mill Valley, CA 94941	glassdoor.com	415-275-7645	No	

* The sources marked with (*) in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment source; and/or (2) Interviewees were unable to identify more precisely. Many job boards and job banks pull Charter's job vacancies from its website and repost them independently via their own systems. Applicants, therefore, often learn about Charter's job vacancies from sources that Charter does not post with directly and cannot track.

Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Tuition Reimbursement	Ongoing	Charter Communications has a tuition reimbursement program where employees can take college courses to enhance their skills to better prepare them for their current jobs and/or advanced positions.
2	Training Programs for All Employees	Ongoing	Charter Communications requires new employees complete training on the following topics: fostering mutual respect in the workplace, Charter's Code of Conduct, information security, privacy, records and information management, timekeeping, and performance management.
3	Training Programs for Management-Level Employees	Ongoing	Employees at the supervisor level and above can participate in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Civil Treatment for Leaders, Communicating for Leadership Success, Coaching for Peak Performance, Interviewing and Selection, Planning and Delegation, and High Performing Teams. Charter also offers a robust training offering on an electronic learning platform. These electronic courses span a variety of topics, including communication, presentation, time management, managing change, project management, treating employees fairly, and software skills.